



Operations & Administration Manager

Job Code: 2046

Originated: 08/2006

Revised: New

HR Ordinance Status: Unclassified

Salary Grade: 1516

EEO Code: 21

FLSA: Exempt

Supervisory: Yes

CLASS SUMMARY

The fundamental reason the Operations & Administration Manager exists is to administer, supervise, coordinate, and provide management leadership and coaching to the employment services staff in Human Resources and to provide high quality service to the organization and to the citizens.

DISTINGUISHING CHARACTERISTICS

This is a stand-alone classification that oversees professional, technical and administrative staff responsible for employee programs, records management, fingerprinting/backgrounds, and administrative support, exercising considerable initiative and independent judgment.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Provides management leadership and coaching to foster a strong employment center team to operate a progressive and customer service oriented department through quality goals and cross training initiatives.
- Manages through direct staff activities to provide timely services to other work units throughout the Department and ensure efficient daily operation of the work unit and accountability and adherence to applicable laws, policies, and procedures.
- Manages the Fingerprinting/Background for new hires and volunteers: the taking of fingerprints, coordinating activities between Payroll, Human Resources, and the Department of Public Safety.
- Coordinates the results of the Fingerprinting/Background information between the Human Resources Director and General Manager of Human Resources, the impacted departments Director, the manager of the employee and the employee. Meeting to discuss findings, tracking all aspects of the process, and ultimately the final determination options that are provided to the General Manager of Human Resources and the Human Resources Director.
- Supervises the personnel and functions of the work unit, which includes: interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and assigning work product; establishing performance measures, goals, objective and priorities; evaluating work performance; providing feedback, direction and guidance; keeping personnel abreast of new or revised

information; answering questions; and recommending and/or implementing personnel actions.

- Supervises the accurate and timely processing of the City's employee programs; reconciliation and payments to contractors, the development of new and on-going programs, City Store operations, monitors work flow, reviews and evaluates work output, methods, and procedures. Provides strategic guidance on technology planning, implementation, and the coordination between other areas of the City to meet the needs of Human Resources in the areas of program development.
- Supervises the accurate and timely processing of the public records requests, as they pertain to Human Resources records, file management of the Personnel, Medical, CDL, Backgrounds, etc. Oversees the annual records audit and resolution, maintains the records retention schedule on file with the City Clerk's office and the State of Arizona, and ensures compliance to the records retention schedule
- Coordinates and monitors subordinate programs and projects to attain goals and objectives of the work unit.
- Serves as a member of the management team to address overall needs and concerns. Recommends operation policy, develops and initiates long range plans, enforces and communicates policy decisions in the Division; prepares comprehensive reports and assists in presentations concerning operational and/or long range planning issues.
- Oversees the financial aspects of the division including budget development, trust management, develops and implements financial training for division staff, works with staff to monitor budget centers, tracks revenue, and makes recommendations for streamlining and improvement.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Human Resource Management

Office Information Systems

Budget Administration

Fingerprinting/Background Systems

Records and Records Retention Schedules

Technology, in particular HRIS

Microsoft Office software such as Word, Excel, and PowerPoint

Ability to:

Accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.

Demonstrate mutual respect for people at all levels.

Listen and communicate effectively (verbally and in writing) and establish and maintain good working relationships with, co-workers, the general public, and professionals in related fields.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Supervise and administer a comprehensive human resources program requiring the ability to observe, review and check the work of staff members to ensure conformance to standards.

Operate a variety of standard office equipment including a computer terminal, copy and facsimile machines, telephone, and calculator.

Education and Experience

Any combination of training, education and experience equivalent to a bachelor's degree in Human Resources, Public or Business Administration, or a related field and three years of management and supervisory experience in a demanding customer service environment.

Licensing and Other Requirements

Requires a valid standard Arizona Drivers License with no major driving violations within the last 39 months.

SUPERVISION RECEIVED AND EXERCISED

Work is performed under general direction of the General Manager for Human Resources. This classification manages the work of the entire division and carries out supervisory responsibilities in accordance with the organizations policies and applicable laws.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operates standard office equipment including a computer requiring continuous and repetitive arm, hand and eye coordination.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.